MY MEMBERS

The Care Coordination Tool landing page for training can be accessed by navigating to the tool's Login Page at:_ https://tnqa.guidingcare.com/QATennCare/Account/Login?isCP=3.

Users will log into the tool using the user name and temporary password provided by Altruista. Upon logging in, users are directed to change their password.

This Care Coordination Tool training will focus on the **My Members** tab. This document is divided in **Part 1 and Part 2** to coincide with the video recordings.

After this self-guided training, you should be able to perform the following functions:

Part 1

1.1 Navigate the My Members main table

1.2 Search for members

Part 2

1.3 Sort members by Disease Profile

1.4 Sort members by Quality Indicators

1.5 Stratify members by Risk/view Risk Chart

1.6 View additional member information

- 1.6.1 View member's Care Team and Program information
- 1.6.2 View member's Claims-Based Medication, Diagnosis, and Visits information
- 1.6.3 View all Care Opportunities for a member

1.7 View and add Family Member information

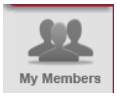
1.8 Export a member list to Excel

1.9 Exercise: Identify critical risk, diabetic members

Appendix

1.10 Tennessee Health Link statuses and definitions

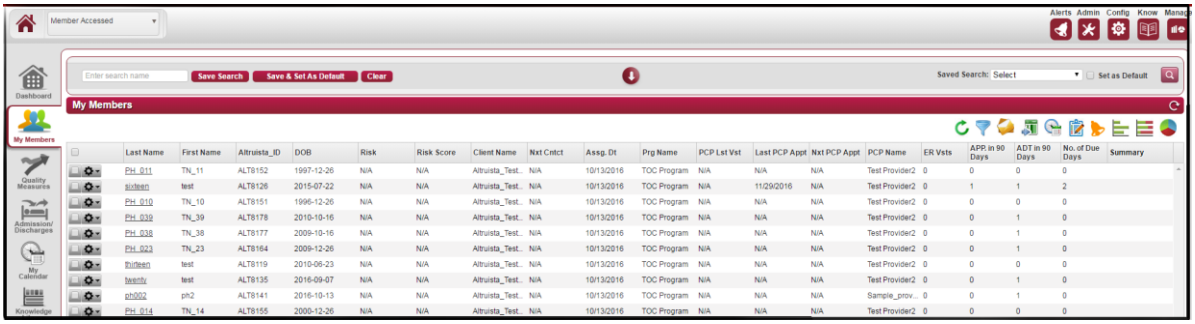
Part 1

To start this self-guided training, click the **My Members** tab 

on the left hand side of your screen after logging into the Care Coordination Tool.

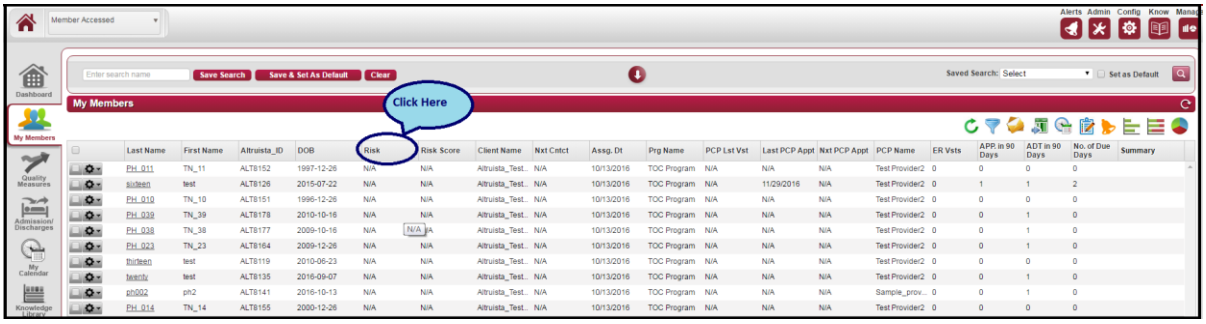
1.1 Navigate the My Members Main Table

When you first click the **My Members** tab, a table will display the members assigned to the logged-in provider. Health Link providers will see all of their attributed members. Patient Centered Medical Home (PCMH) providers will see all of the TennCare members who have an assigned primary care provider (PCP) in their organization.

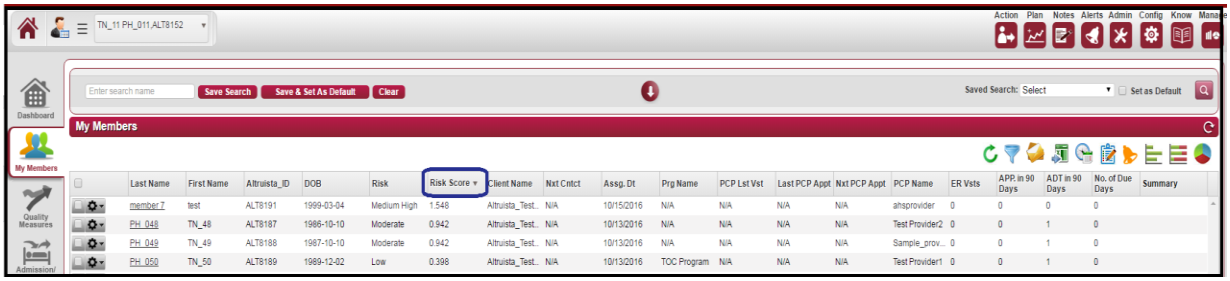


Every column in the above table can be sorted when you click the **column headers**.

For example, if you want to view all the members with risks levels arranged from high to low or vice- versa, click on the **Risk** column in the grid as shown below:

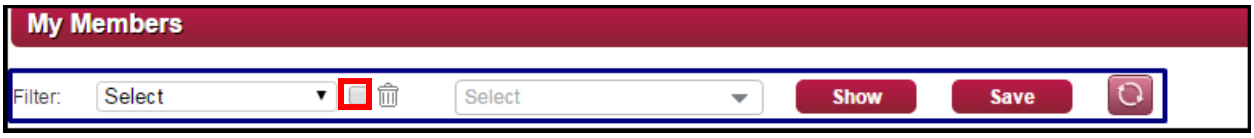


Similarly, if you want to sort members by ascending/decending risk scores, click on the **Risk Score** column in the grid as shown below:



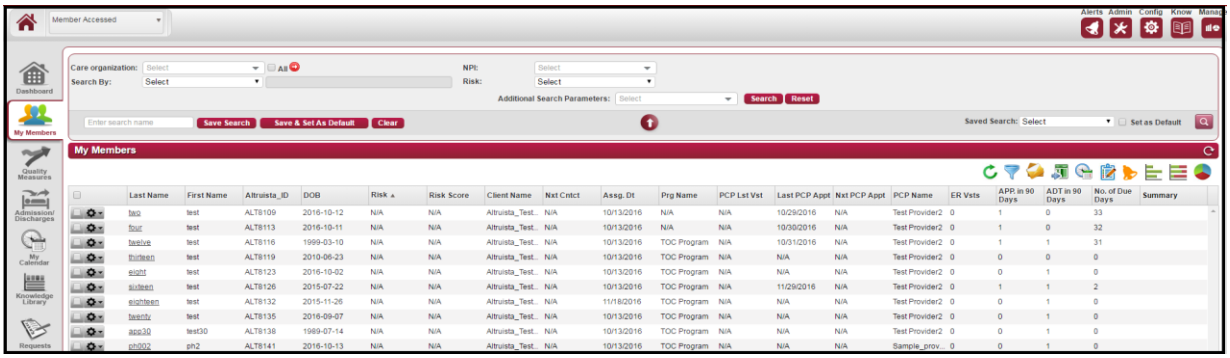
You can sort in alphabetical order by member **First Name** or **Last Name**, sort members in the order of **Assigned Date**, and so on.

The user can select required columns from the **Select** drop-down, located underneath the My Members banner, and click **Show** to display the selected columns in the table. You can also set the selected filter as a default view by selecting the checkbox adjacent to the Select drop-down.

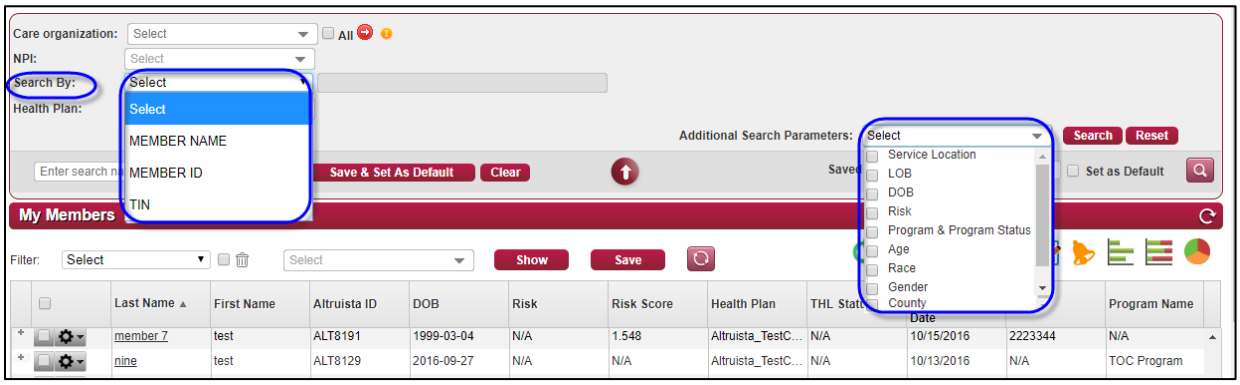


1.2 SEARCH FOR MEMBERS

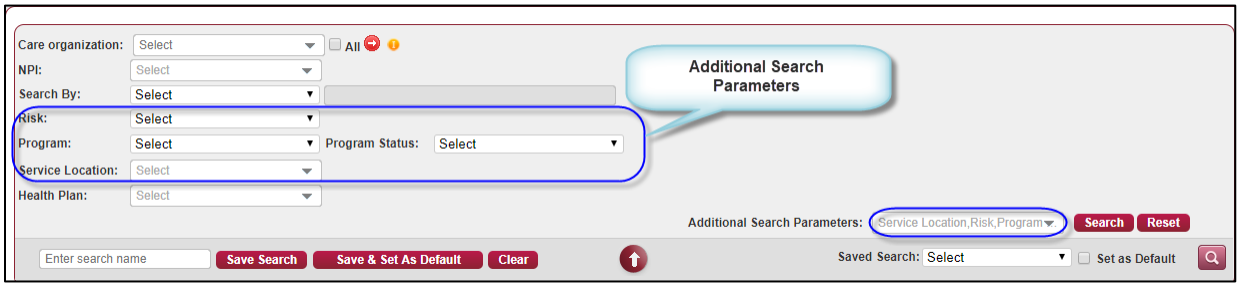
1. Click the icon to expand the Global search panel.



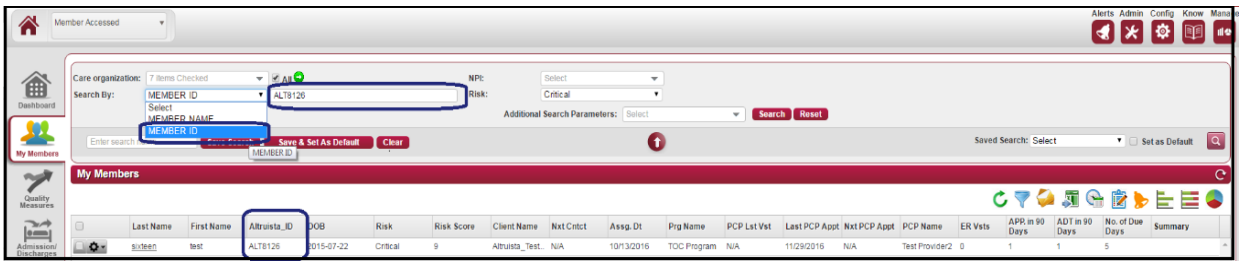
You can search using the following search fields:



Select the checkboxes from the **Additional Search Parameters** drop-down list to add the selected search parameters to be displayed in the Global Search panel.



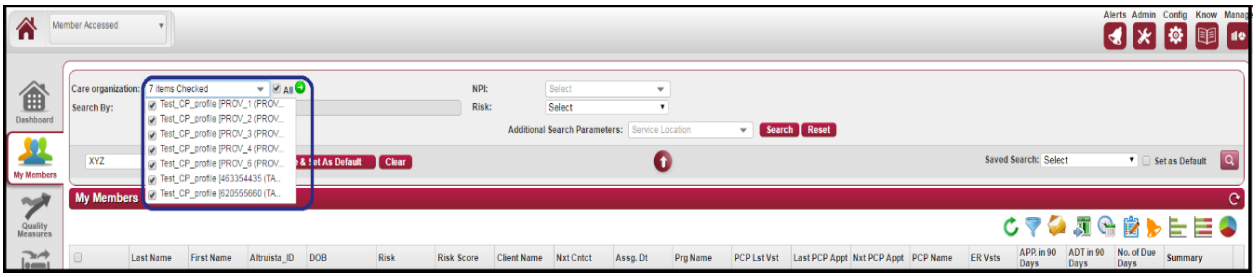
2. In the Search By drop down you can select Member Name or Member ID from the list and enter the relevant search text in the text box to filter. **Note**: The Member ID is the Altruista ID and not the Medicaid or TennCare ID.



3. **Select** Care Organization, Program, or Program Status **from the respective drop-downs.**
   a. **Note**: Care organization refers to the members' Managed Care Organization (MCO). Additionally, Program Status is only pertinant for Tennessee Health Link (please see Tennesee Health Link Statuses table in the **Appendix** for more information). The Program and Program Status search parameters cannot be used concurrently; they

must be used separately in order to pull up results. PCMH providers should not sort by Program Status; if PCMH is selected as the Program and a Program Status is selected, no search results will appear.

b. If you want to select all Care Organizations at one time, click on the All option checkbox next to the Care Organization drop down. Once the option is checked it changes to .

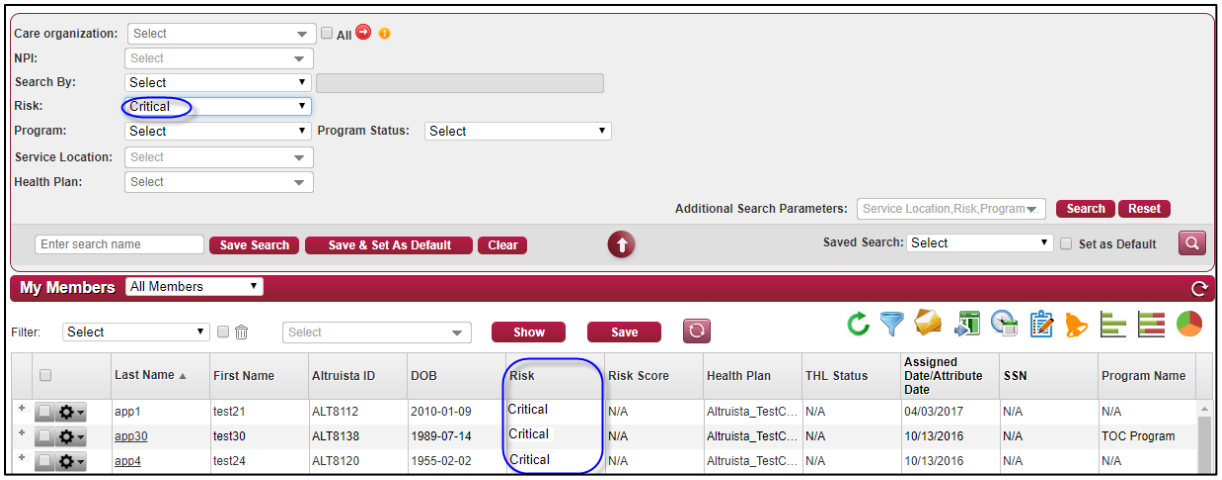


4. If you want to search members by NPIand Service Location, select a practice Tax ID from the Care Organization drop down and click the green arrow icon to load values in the NPI and Service Location drop downs.

   a. Select an NPI or Service Location from their respective dropdown lists and click search to filter members.

   b. **Note**: The NPI drop down list will only populate with values for PCMH organizations.

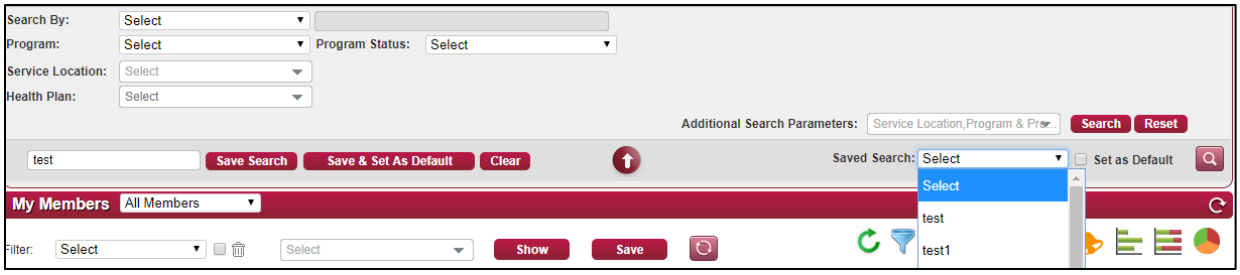
5. To search members by Risk Levels, select any risk category such as Low, Moderate, Medium_ High, High and Critical from the Risk drop-down and click search.



Note: The risk score numbers that appear in this column correlate to the risk categories of critical, high, medium-high, moderate, and low according to the following table:

Risk Category	ADT Risk Score Range
Low	0-0.5
Moderate	0.6-1
Medium High	1.1-1.8
High	1.9-3.2
Critical	3.3+

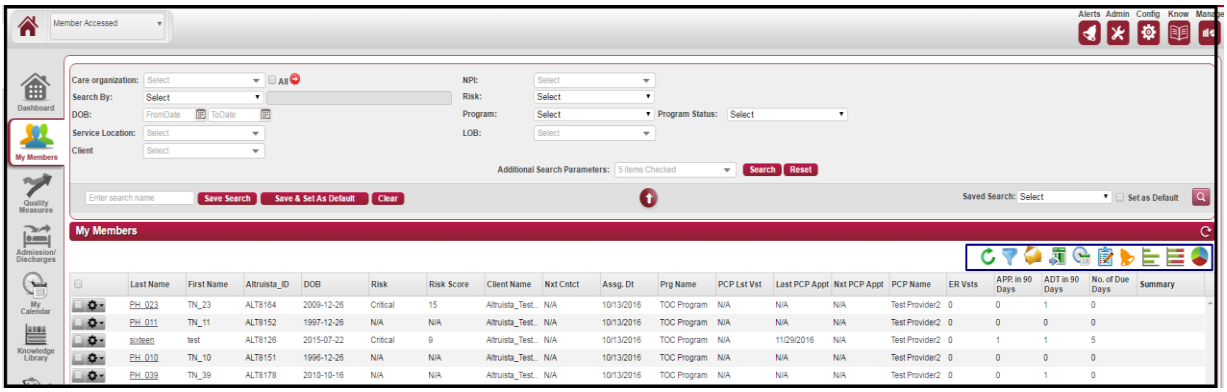
6. To search members using the Additional Search Parameters you can select one or more of these parameters from the drop down to use as a search criteria. The Additional Search Parameters drop down list include Service Location, LOB, DOB, Risk, Program & Program Status, Age, Race, Gender, and County .
    a. LOB (line of business) will show Medicaid for all members.
    b. Program will show if the selected member is in PCMH, Health Link, or both.
        i. **Note**: All members will eventually be in the program titled "TOC" which stands for Total Cost of Care. At this time, TOC Program is only being used within the testing environment. This field is not present in the production environment.
    c. When a parameter is selected in the Additional Search Parameters drop down list, the selected parameter appears as a new drop down list in the search panel. For DOB search criteria, From and To dates can be given to filter members with a date of birth within a given time frame.
7. To save a set of search parameters, select the parameters, enter the Search Name in the "Enter search name" box on the left side, and click Save Search to save the search parameters given to be used later.
    a. Searched names that are saved appear as drop-down values in the Saved Search field.



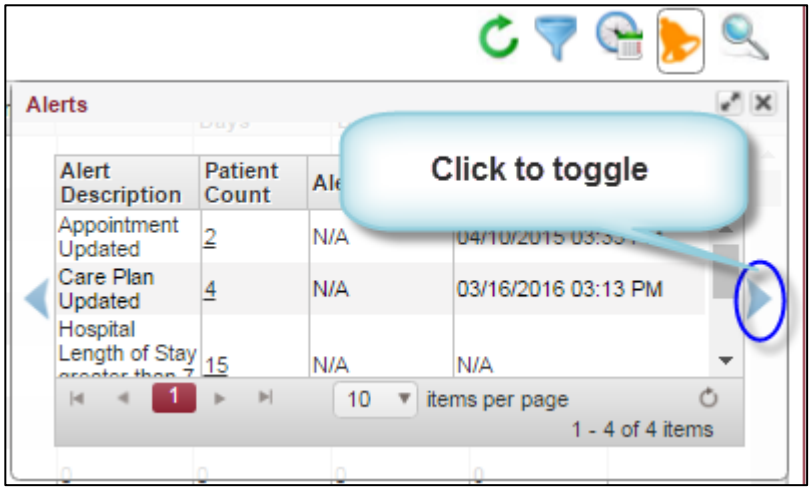
b. If you click Save and Set as Default, the search parameters given will be saved and also will be displayed by default whenever the user logs in.

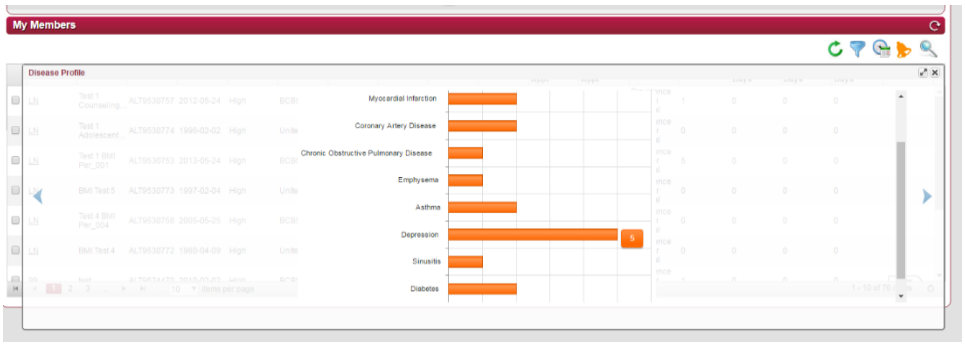
Part 2

The **My Members Main Table** also has a few icons, seen at the top right of the page. The table below describes the functionality of each icon. **Sections 1.3, 1.4 and 1.5** of this training guide walk you through the additional functions of the **Alerts** icon in more detail.

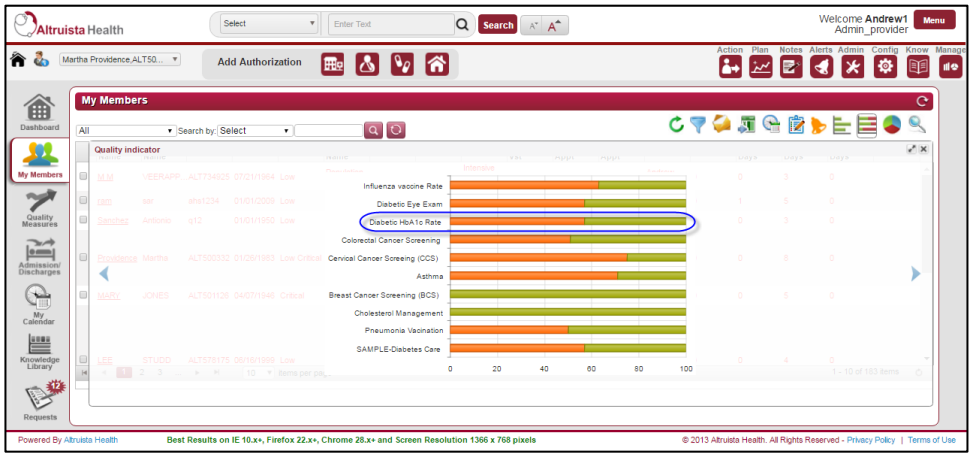


Icon	Functionality
	Refresh: Removes any filters applied and refreshes the list of Members.
	Filters Applied: Displays the criteria that has been used to filter Members such as, Diseases, Quality Indicators, Risk Categories, and Opportunities. **Note**: Users can hover

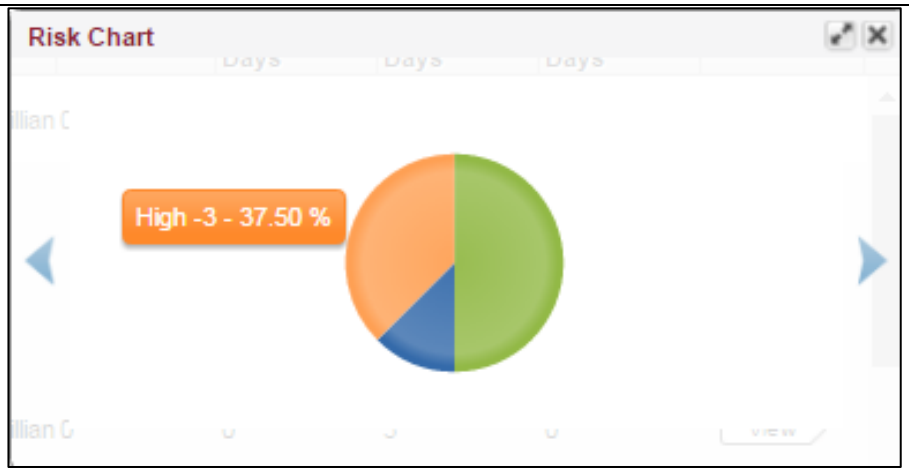
	this icon in order to determine the filters that are currently applied.
	Export to Excel: Allows you to export all the members records from **My Members** table for ALL or SELECTED columns to Excel. **Note**: See **Section 1.7** toward the end of this guide for an activity related to this functionality.
	Scheduler. Allows scheduling an activity for a single member or multiple members. Multi-select members from the table and click the Scheduler icon. The **Add Activity** pop up window should appear. Select the Activity type, duration, date, and add the Activity. Once an activity is added, it is viewable using the My Calendar icon on the left side for a selected member.
	Alerts. Displays alerts generated for members from different sources along with the member count. **Note:** Users can expand the Alerts window by clicking on the double arrow icon by the "x" on the top right side of the window. Additionally, click the arrow to the right to view Disease Profile, Quality Indicators, and Risk Categories of the members; sections 1.3, 1.4, and 1.5 outlinemore specific details of these functionalities. 
	Disease Profile. Bar graph displays the list of conditions the members have along with the count in your population. Clicking on the count against a disease bar filters the My Members list to load the member data specific to the condition selected.



Quality Indicators. Displays the quality indicators (mostly HEDIS) in **Numerator** (orange bar) and **Denominator** (green bar). **Denominator** indicates the total count of eligible members for the quality indicator. **Numerator** indicates the members who met the criteria. For example, with HbA1c, **Denominator** indicates the count of members who are eligible to take an HbA1c test. The **Numerator** indicates the members who have had an HbA1c test done. So when you click on the orange bar (Numerator), the My Members page is filtered to display the list of Members who have had an HbA1c test performed. Clicking on the Green bar (Denominator) will filter the My Members list to display the list of Members who have not had their HbA1c test performed. Therefore, you can select all the members and click **Scheduler** to add an activity for these members.



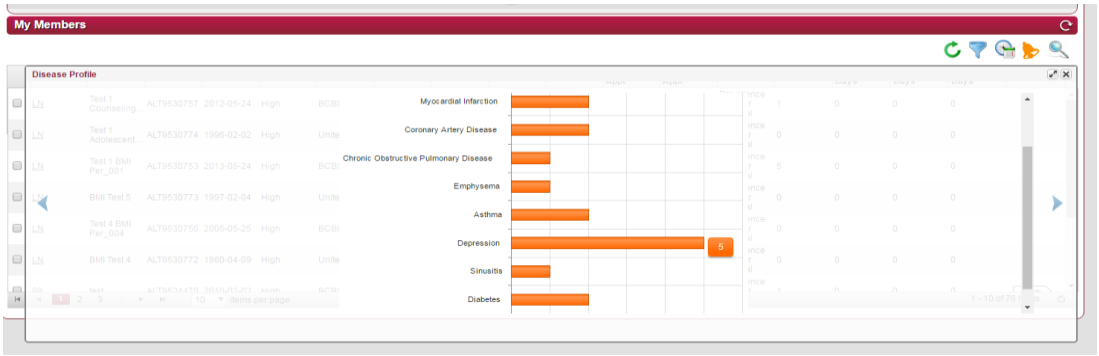
Risk Chart. You can view members according to their risk categories by clicking **Risk Chart**. The Risk chart view displays the risks (Critical, High, Medium_High, Medium, and Low depending on the configurations) in Patient number and Percentages in a pie chart. Click a **Risk Category** to filter the members in that category in the My Members page.



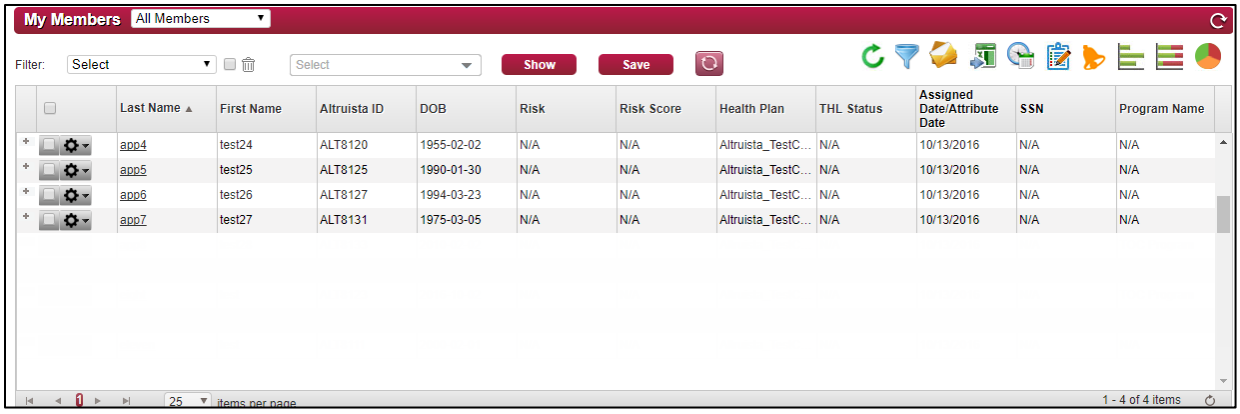
Alerts Icon Additional Information (Sections 1.3-1.5)

1.3 Sort Members By Disease Profile

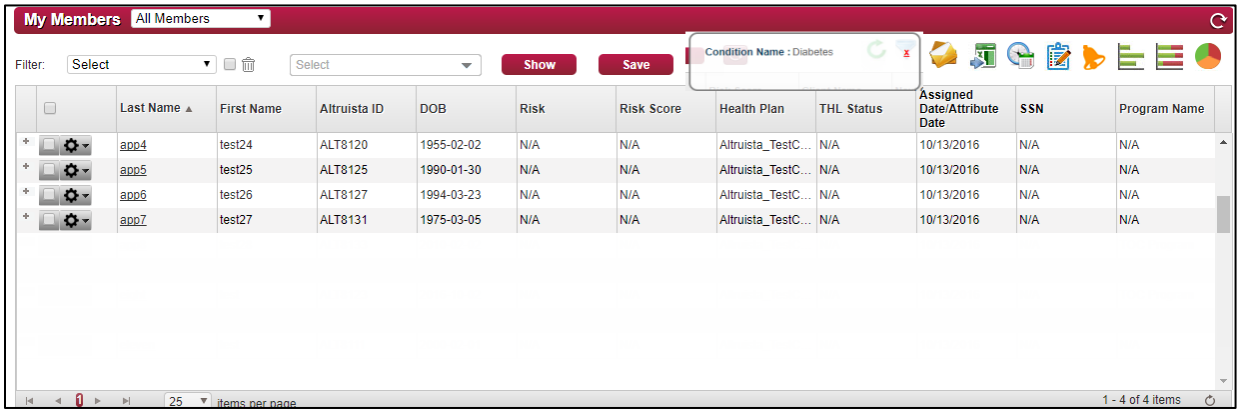
1. Click and toggle to view the Disease Profile.
2. In **Disease Profile**, hover over the appropriate condition (for example: Diabetes). System displays count of members.



3. Click the **Condition bar**. List of members with that condition (Diabetes) is displayed in **My Members** page.

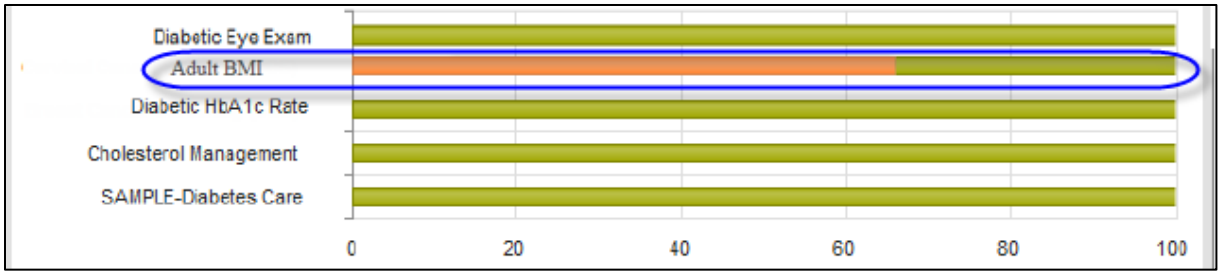


4. The name of the condition is diplayed when you hover on the filter icon .



1.4 SORT MEMBERS BY QUALITY INDICATORS

1. Click and toggle to view the Quality Indicators. You may want to expand the window using the double arrow button in the top right corner to improve readability. The **Quality Indicators** view displays the list of quality indicators used to manage members' health conditions. The **orange** bar shows the count of members who met the criteria of the **Quality Measure** (Numerator) and the **green** bar displays the count of members who didn't met the criteria.
2. In **Quality Indicators** popup window, hover over the appropriate Quality Indicator. For the BMI measure, select **Adult BMI**.

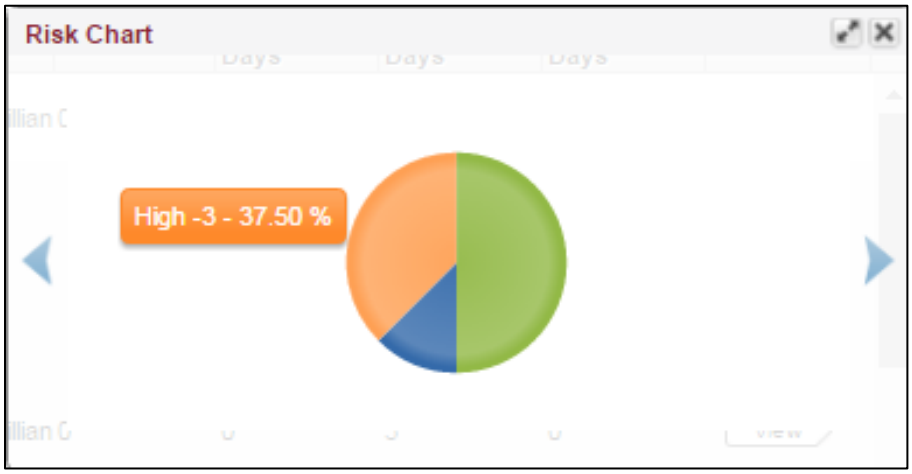


3. Hovering over the **Orange bar** displays the Numerator and Denominator numbers. The denominator indicates the total eligible members who qualify for the criteria and the numerator (**green bar**) indicates the actual count of members who met the criteria for a particular Quality Indicator. The **orange bar** shows the gaps in care.
4. Click the **orange bar** to get the list of members who have a gap in care for that quality measure.

1.5 Stratify by Risk / See Risk Chart

1. In the **My Members Main Table**, double-click the **Risk** column header to sort in order of risk.

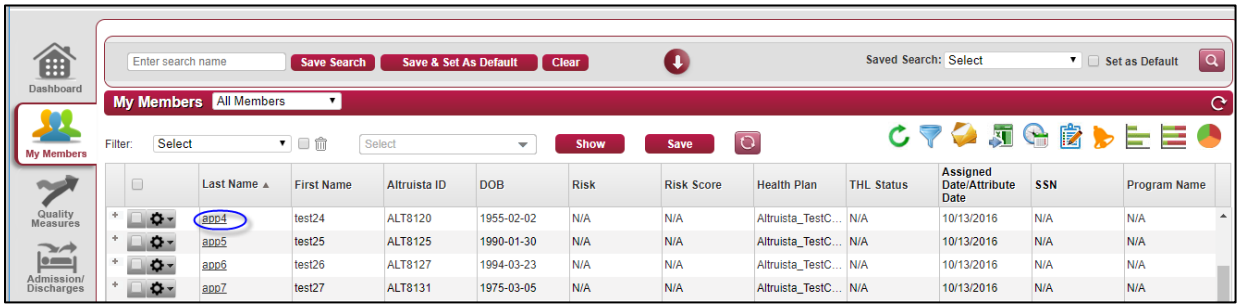
2. You can also click and toggle to view **Risk Chart**. A pie diagram showing proportion of members in different risk levels will appear.



3. Hover your mouse over each section of the pie chart and then select the risk level you would like to filter by.
4. A list of members within that risk level is displayed in the **My Members** page.

1.6 VIEW MEMBER INFORMATION

In the **My Members Main Table**, click on the **Member Last Name** for any given member to access that member's 'Member Summary' panel.

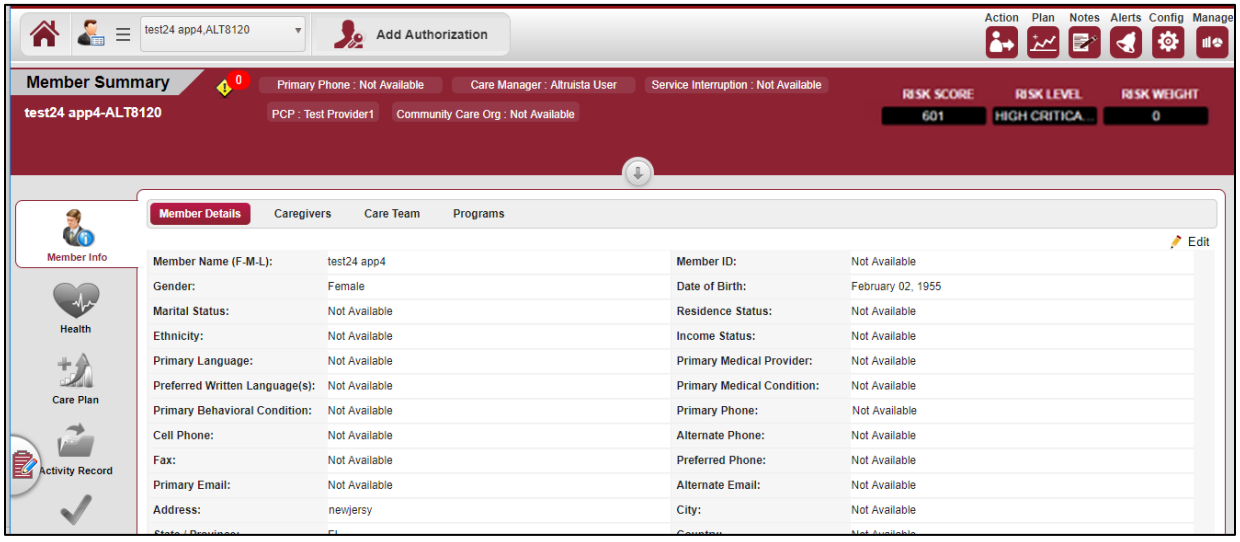


This will direct you to that member's **Member Summary**. Here, you can view **Member Details** such as contact information and preferred language of communication, among other details.

1.6.1 In addition, you will see three separate pages (**Caregivers, Care Team**, and **Programs**) with more detailed information on that member's program enrollment status.

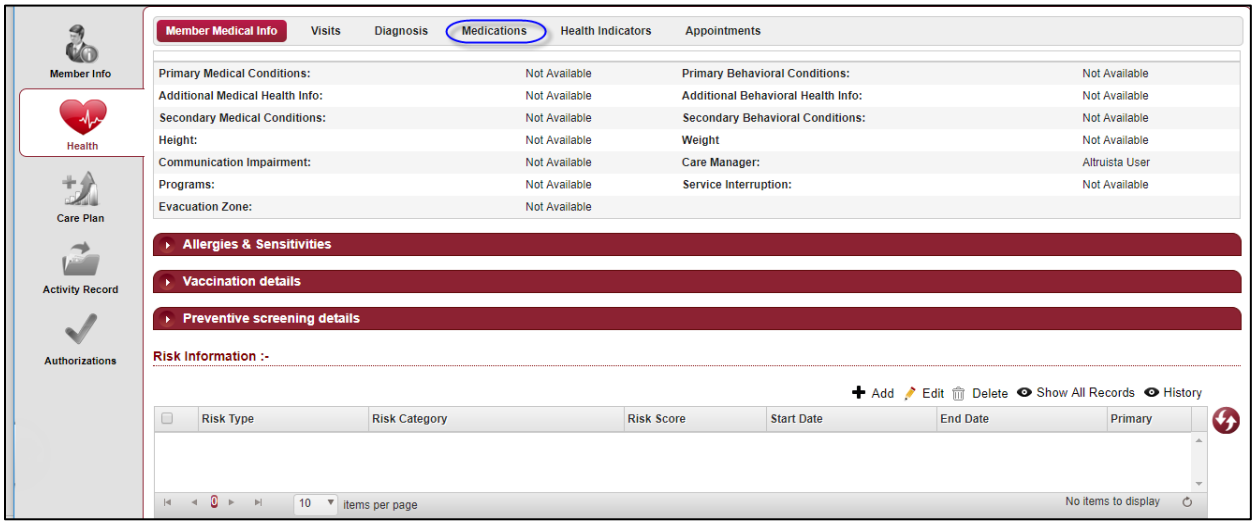
a. Of note, the **Care Team** page will display a member's providers, and the **Programs** page will display the programs a member is enrolled in (PCMH, Tennessee Health Link, or both).

b. The member's risk score and risk level are displayed in the top right corner of the screen.

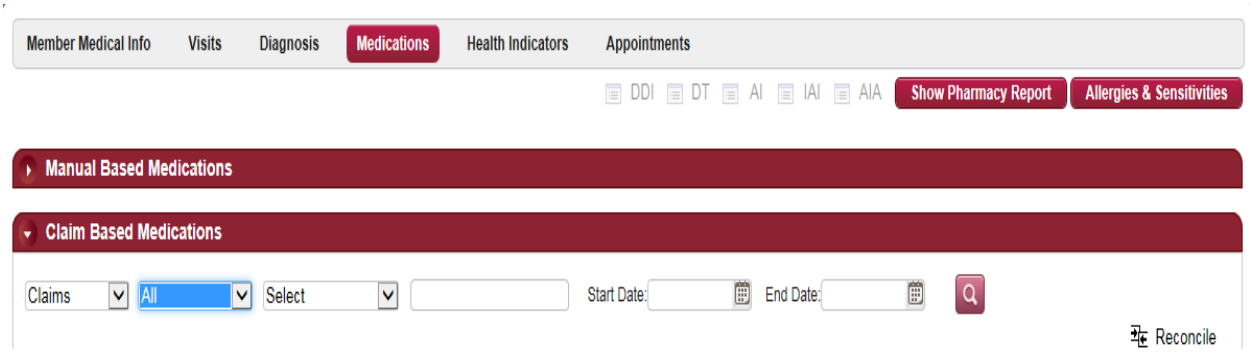


1.6.2 Medical information about the member can be viewed by clicking on the **Health** icon on the left side of the screen underneath the Member Info icon. Here users can find information about diagnoses, medical conditions, risks, care opportunities, and claims-based pharmacy information.

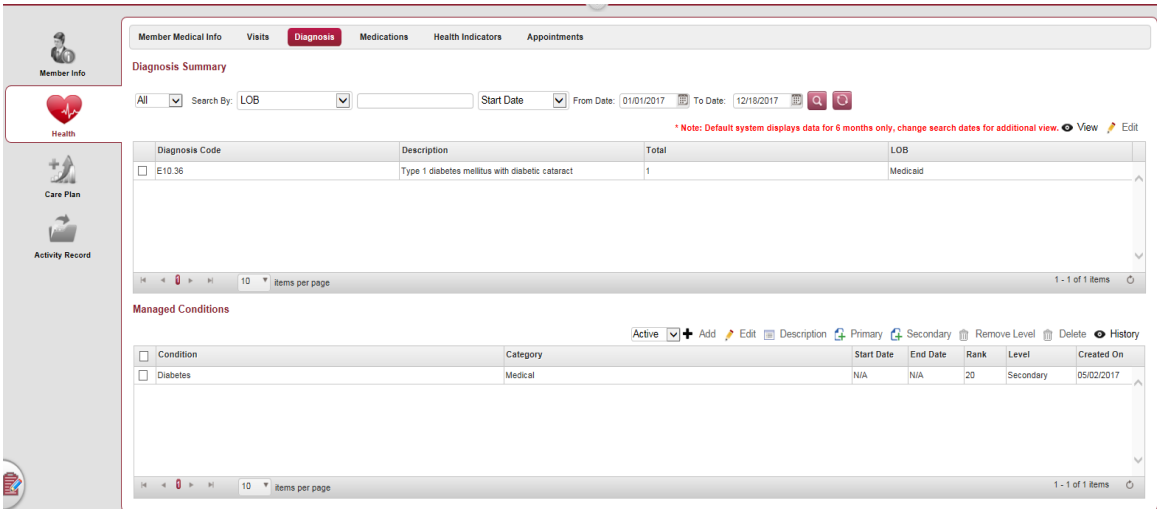
a. By selecting the "Medications" page, users can view claims-based mediciations on file for members.



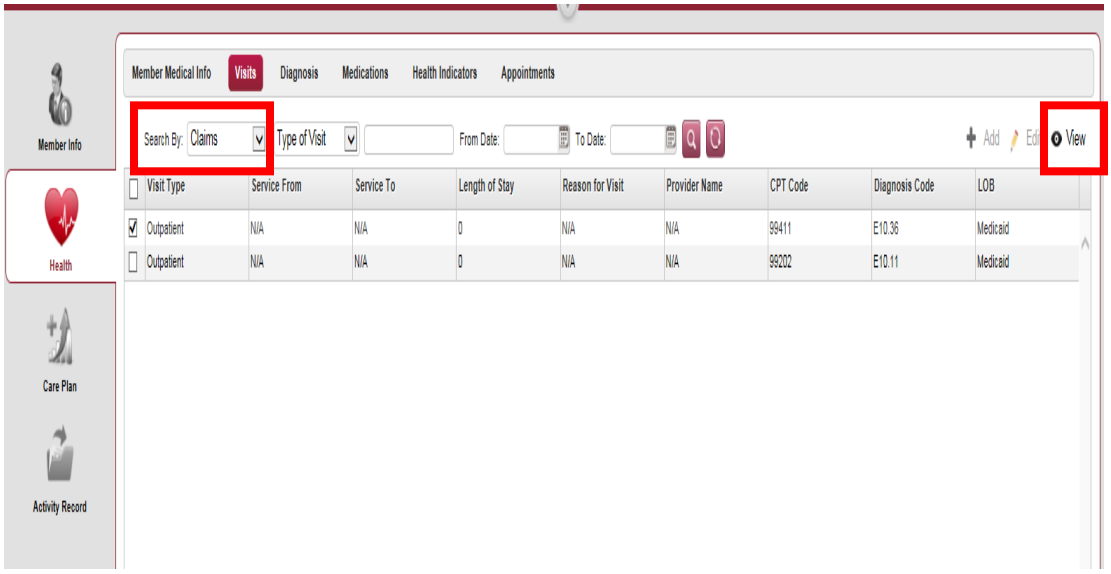
b. Minimize the "Manual Based Medications" section by selecting the arrow next to it, and expand the "Claims Based Medications" section by selecting the arrow next to it. **Note**: The default medications listed are "Active" medications; **select "All"** from the drop down list on the left side to view the list of all medications for a member. Users may also select the Start Date and End Date options to narrow down medications by date ranges for claims.



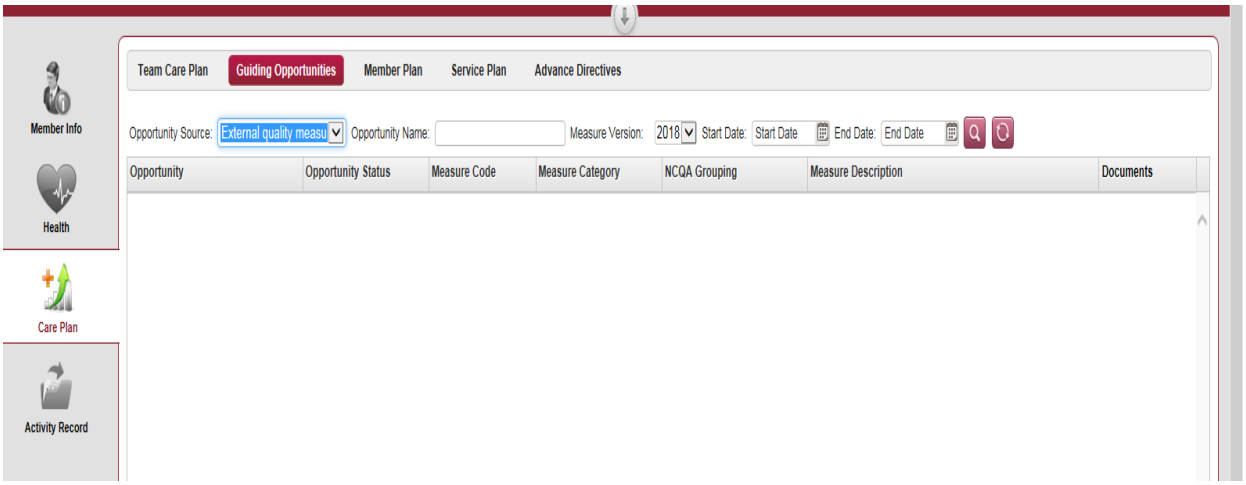
c. From the Health icon, select the "Diagnosis" section. A member's diagnoses and managed conditions information can be viewed.



d. From the Health icon, select the "Visits" section. A list of a member's visits can be viewed; use the Search By dropdown list on the left side to select the type of visit. **Note**: at this time, only Claims and EMR (for ADT events) can be selected. Details for each visit can be viewed by selecting the checkbox next to the visit and selecting the "View" icon on the top right corner.

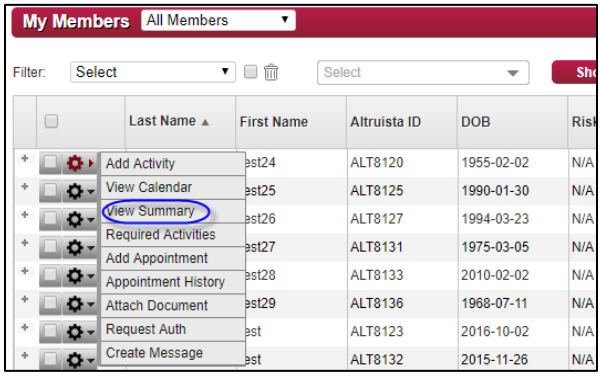


1.6.3 Select the **Care Plan** icon on the left side of the **Member Summary** then select the **Guiding Opportunities** tab on the top of the summary. This section displays a list of all Existing (HEDIS) Opportunities and the External Quality Measures being tracked for the member.



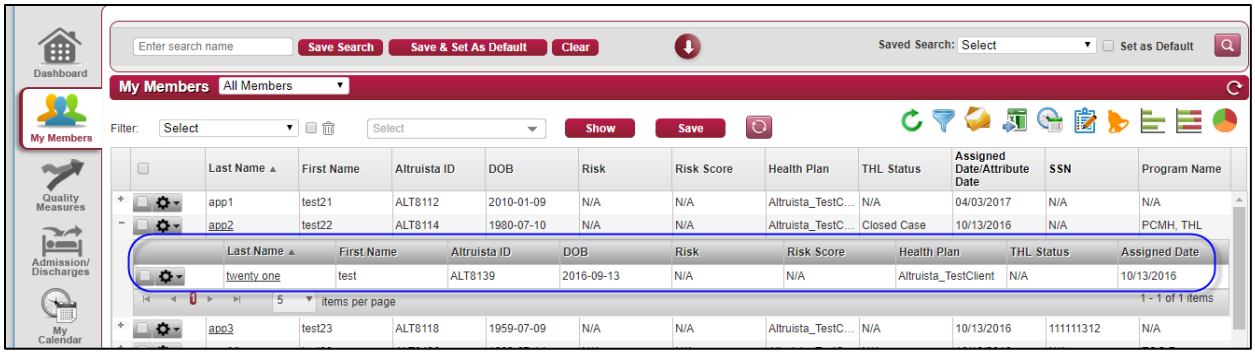
a. From these lists, users can address the statuses of all care gaps for a member by clicking on the care gap status and selecting the appropriate option. **Note**: some care gap statuses can be reverted to the **Not Addressed** status (**In Progress and Action Complete**) while others cannot be reverted (**Action Verified and Completed**).

b. A member's Member Summary can also be accessed by clicking on the **Cogwheel** icon next to a member's last name in the **My Members** tab and selecting **View Summary**. **Note**: Additional activities can be completed via the Cogwheel icon.



1.7 VIEW AND ADD FAMILY MEMBER INFORMATION

1. To view the family member records of a member in the My Members tab, click the + icon next to a member's last name. The records are displayed if the family records are available for the selected member.

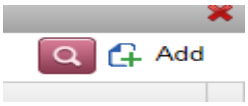


Note: Only family members who are TennCare members within the same PCMH or Health Link can be interlinked to other members in the CCT.

2. To add family members, select a member's name hyperlink to access the member summary page. Within Member Summary, scroll down to Family Details and click the arrow next to it to expand. Click on the +Add button on the right side.

c. Enter the First and Last Name (or Date of Birth) of the family member to add, and then click on the search icon.

d. Once the search results display, select the correct family member by clicking on the check box next to their Altruista ID column. The select the +Add button.



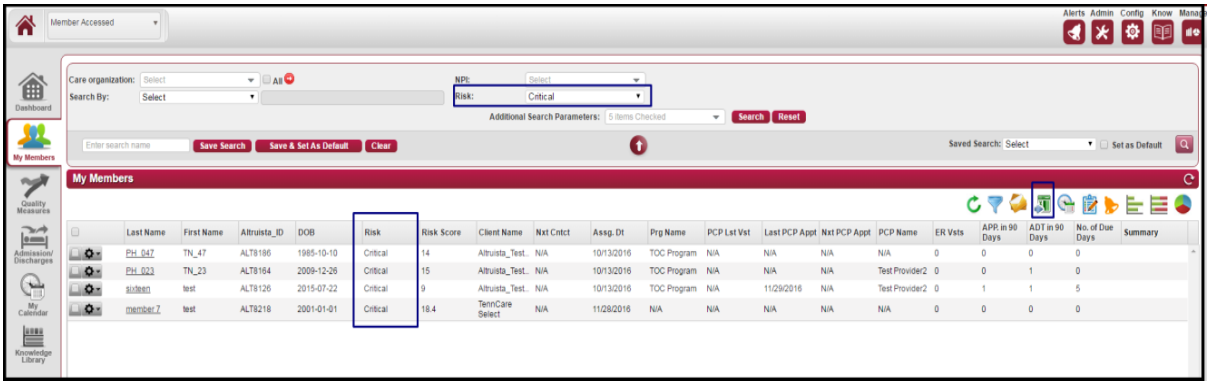
e. The family member is now interlinked with the selected member. A user then has the option to then select all family members using the Select All check box, then schedule appointments and view information about

alerts, diseases, quality indicators, and risk for all family members at once.

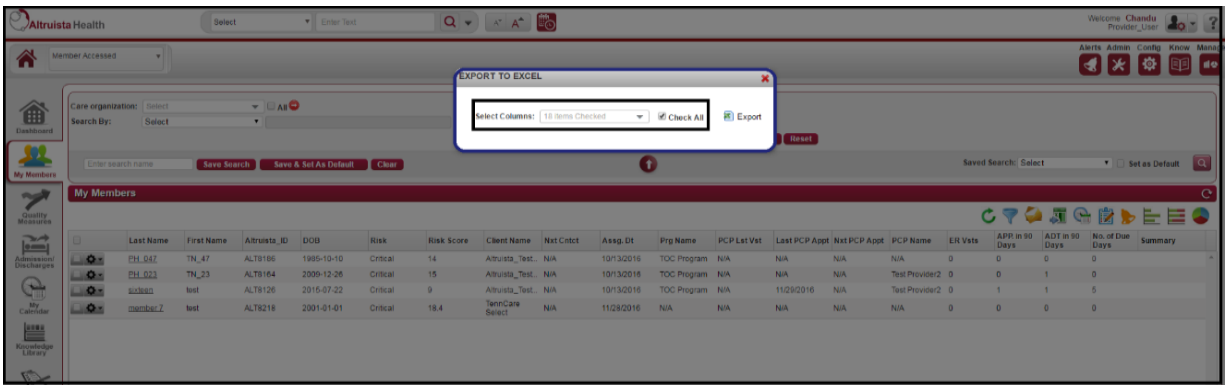
1.8 Export a Member List to Excel

The following steps allow you to export a list of members that are sorted by Risk category.

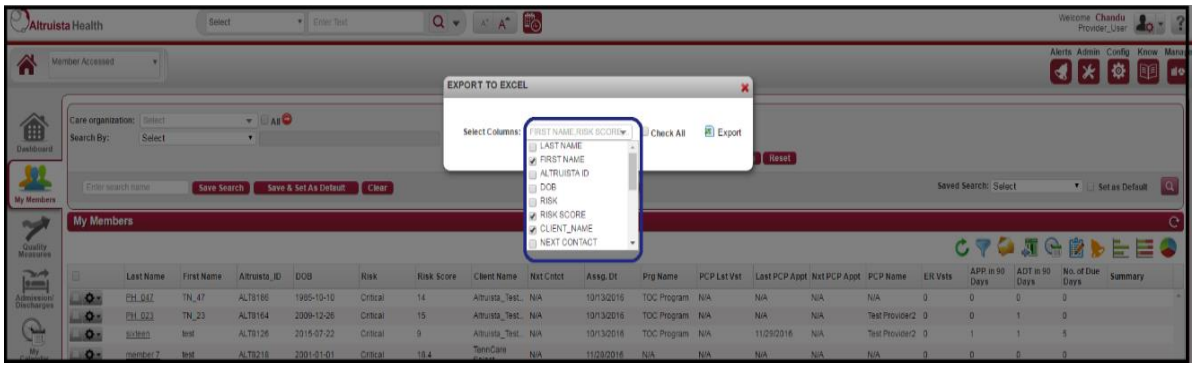
1. Filter Members in **My Members** Main Table based on **Risk** and export the records by clicking on the Export to Excel icon as show below. **Note**: Please make sure your web browser allows popups, as this is part of the design to open Excel.



2. Export all the Member records from the **My Members** main table by clicking the Check All box in the Export to Excel window.



3. Or you can select specific columns from the **Select Columns** drop down and export the Members' records to Excel:



1.9 EXERCISE: IDENTIFY CRITICAL RISK, DIABETIC MEMBERS

1. Use the **Additional Search Parameters** drop down list and select **Risk**.
2. Select **Critical** from the **Risk** drop down list.
3. Select the **Disease Profile** icon to view the diseases of the critical risk members in your panel.
    f. Hover over the **Diabetes** disease bar to determine the number of critical risk members with diabetes. Then click on the bar to be directed to the list of specific members who fit the search criteria (critical risk diabetics).
4. Next click the **Quality Indicators** icon to view quality measures associated with diabetes.
    a. Click on the orange bar (indicating the number of members with a gap in care) for **Adult BMI** to effectively pull up members who have not had their BMIs measured.

Appendix

1.10 Tennessee Health Link Statuses and Definitions

Status	Definition
Active	Members who are enrolled in the program. Once active, a member is deemed active unless Inactive criteria are met or the member loses TennCare eligibility.
Inactive No BH Treatment	Members who did not receive any BH treatment in the past 180 days (with full run-out of 4 months). Whether the member had a BH treatment is checked every month beginning October 1, 207, but only for members who are in "Active" status; if the member has a BH treatment again, then his/her active status becomes "Attributed Not Enrolled".
Inactive No Contact	Members who could not be contacted for 6 months or more, and the MCO has made the explicit decision to put into an "Inactive No Contact" status.
Inactive Opt Out	Members who explicitly expressed the desire to opt out of the Health Link program. Members remain in the "Inactive Opt Out" status in the next months, unless they have specifically expressed the desire to opt in. Members in the "Inactive Opt Out" status do not appear in the CCT.
Attributed Not Enrolled	Members who have been attributed to a Health Link but have not yet been enrolled in Health Link.
Discharged	A member who has been identified as discharged from the Health Link program for not meeting medical necessity criteria. Discharged members should be removed from visibility in the CCT after 6 months.